

# Be a part of Team Stockholm Open 2023! Apply to become a volunteer.

Stockholm Open has previously been voted as the best ATP 250 tournament in 2016 and 2018 by the players. Naturally, we are very proud of these awards and our goal is to continue to provide our spectators with a world-class experience.

To be able to fulfill our vision of a world-class sustainable tennis tournament we are looking for motivated people that share our vision and would like to work as volunteers in a whole range of positions during the tournament. On the following pages you can read more about the different volunteer positions.

Anyone can apply to become one of the 300 volunteers. Sharing our passion for sports and events is a plus. We look forward to receiving your application.

## Volunteer positions 2023

### Accreditation

At the accreditation office, volunteers, players, coaches, media and vendors are given their credentials. The main task for this group is to provide these groups with accreditation so that no ineligible persons are able to gain access to restricted areas.

The accreditation office also looks after VIP tickets for specially invited guests. Working at the accreditation office you are likely to have first contact with people visiting the event. It is therefore important that you are professional, positive, service-minded and responsible. You should be 18 years of age or older, and enjoy meeting tennis fans as well as perhaps an occasional celebrity.

## Arena host

Are you service-minded and enjoy meeting and helping others? Our 85 arena hosts have one of the most important responsibilities during the event. Quite often you are the first person to greet our fantastic tennis fans. Therefore it is important for you to have a friendly, helpful attitude towards our spectators and make them feel welcome.

As an arena host you will guide our spectators to their seats, make sure they sit down and remain quiet during play. You may also be required to answer questions regarding the cloakroom, toilets and where food and drinks can be bought.

Whilst working as an arena host, you will be walking around the Centre Court and Court 1, which means you will be able to see quite a lot of tennis during the week. You should be aged 16 years old or older for this position.

## Ticket Office

Do you like working in a fast-paced atmosphere and are well organised?

The Ticket Office is situated at the entrance to the Royal Tennishall which means that our volunteers working in the ticket office are in close contact with spectators and ticket buyers. First impressions are very important for us at the Stockholm Open. You will sell tickets, be responsible for will-call tickets and answer various questions. The Ticket Office is also responsible for scanning tickets before the spectators are given access to the arena. This position suits volunteers that are a minimum of 18 years of age, able to deal well with stress and enjoy working at a fast pace.

## Ballkid

Are you 12-15 years of age, enjoy tennis and like being in the centre of attention? Our ballkids are boys and girls between the age of 12-15 and love tennis. Our ballkids are a very important part of the organisation and a major reason why the top tennis players enjoy playing in Stockholm. Stockholm Open has a rich tradition of having some of the best ball persons in the world due to the friendly atmosphere as well as training and tactical discussions before and after matches.

If you play your tennis at KLTK or SALK then you don't need to register here. It is done automatically by these clubs.

**More information regarding the selection process will be available after summer.**

If you are selected you will be required to take time off school during the week of the tournament. You will be required to be at the arena at 11am on some days and 1.30pm on others.

All ball persons participating at the selection process will receive a entry ticket for themselves and an adult to one day of the tournament.

If you have any questions about the selection process, send an e-mail to [\*\*bollkallar@stockholmopen.se\*\*](mailto:bollkallar@stockholmopen.se)

## Driver

Our drivers are responsible for driving players, ATP personnel and other guests to and from the Royal Tennis Hall. You are generally the first representative for Stockholm Open when the players are picked up at the airport. For this reason it is very important that you are service-minded, have good social skills and enjoy meeting people.

Transportation is one area that often opens first and closes last most days during the tournament week. Transportation is available from Tuesday 10/10 before the start of the tournament and concludes on Monday 23/10, the day after the final.

To be selected as a driver we require you to have had a Swedish drivers license (B) for at least 3 years, are aged between 22 and 70 years and have good knowledge of the Stockholm area. It is an advantage if you speak English or other languages. When we have received your application our Transport Manager will be in contact with you to discuss your previous experience

## Volunteer restaurant

Are you a responsible person that likes to look after others and are interested in food?

The volunteer restaurant serves lunch, snacks and dinner to all the volunteers that work during the event. In the restaurant volunteers prepare the serving of food when it is delivered from our caterer and have daily contact with the catering personnel to ensure that there is always food, sallad and drink. Our volunteers are responsible, service-minded and see what is required to create a positive and relaxing environment for all volunteers.

## Activity leader

Are you a responsible, positive person that can make others happy?

At several spots around the arena there will be activities organised for our younger visitors. Our volunteers make sure it is a fun experience by organising different competitions as well as helping out with the side events involving kids in different parts of the arena. Stockholm Open is visited by many families and they are an important group for the event. Do you enjoy working with children and like organizing activities with others? Then this group is for you!

## Media centre

Are you studying media, communications or perhaps currently work in these fields?

In our media centre our volunteers work as hosts for the journalists that visit the tournament as well as being responsible for the tournament's communications through our website and social media platforms. This requires notifying the

media of our press conferences, releasing articles, interviews, match reports, video clips and adding to our photo gallery etc. All this needs to be done quickly and effectively, sometimes in a somewhat stressful environment. The tempo in the media center starts off slowly and intensifies as the week progresses.

## Runner

Have you perhaps previously been a ball person, love tennis and would like to continue as a volunteer?

As a runner you will be required to pick up and drop off items to the other volunteer groups, much like a courier. This usually occurs within the arena but you also may be required to travel within Stockholm if some special equipment is required to be delivered or picked up. You will meet many people and gain an insight into the tournament organisation. We require you to be at least 16 years of age and if you are 18 and have your drivers license then we see that as a plus. You should be dedicated, creative and able to work on your own for long periods.

## Welcome Desk

Do you have good social skills, are flexible and like to meet new people? Working at the Welcome Desk suits people that like working with service and helping others.

The Welcome Desk is located within the sponsor entrance and is a central part of the sponsor area. Our Welcome Desk volunteers help sponsors and VIP guests with picking up tickets, booking transport and other evening events. Activity at the Welcome Desk is relatively quiet in the beginning of the week but the pace increases considerably from Wednesday. Our Welcome Desk volunteers should be aged 20 or older.

# Questions?

You are always welcome to contact us if you have any questions or concerns about the various volunteer positions via [\*\*lisa.bergroth@stockholmopen.se\*\*](mailto:lisa.bergroth@stockholmopen.se)

You send us your application via the link below, where you can fill in your information, which positions you are interested in and there is also the opportunity to attach a resume/CV to the application.

You do not need to have previous experience of volunteering, but please note what different characteristics you need for the different functions.

During the Stockholm Open 2023, we need great team members for several different areas, and in the application form you can select different positions you would prefer. Please note that this is only a request and that you may be asked to work on other tasks. Therefore, make a priority list with several positions you could consider working within.

We look forward to your application!